



**State of Illinois**  
**Illinois Commerce Commission**  
**Service Quality for Telecommunications Carriers**  
**Code Part 730.115**  
**Quarterly Filing**

**Charter Fiberlink-Illinois, LLC**  
**for quarter ending December 31, 2005**

Performance Data	October	November	December	Quarterly Average
A. Operator Answering Time - Toll and Assistance [730.510(a)(1)]	0.00	0.00	0.00	0.00
B. Operator Answer Time - Information [730.510(a)(1)]	0.00	0.00	0.00	0.00
C. Repair Office Answer Time [730.510(b)(1)]	3.00	22.00	19.00	14.67
D. Business or Customer Service Answer Time [730.510(b)(1)]	167.00 *	96.00 *	31.00	98.00 *
E. Percent of Service Installations [730.540(a)]	100.00%	98.87%	82.06% *	89.82% *
F. Percent of Out of Service Lines Repaired in < 24 Hours [730.535(a)]	88.10% *	85.16% *	89.10% *	87.56% *
G. Trouble Reports per 100 Access Lines [ 730.545(a)]	11.16 *	8.27 *	8.19 *	9.21 *
H. Percent Repeat Trouble Reports [730.545(c)]	13.49%	19.50%	12.71%	14.87%
I. Percent of Installation Trouble Reports [730.545(f)]	18.01%	18.22%	17.19%	17.66%
J. Missed Repair Appointments [730.545(h)]	10	3	9	7
K. Missed Installation Appointments [730.540(d)]	22	41	74	46

**Comments**



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